APPENDIX D

ADMINISTRATIVE DEPARTMENT PROGRAM EXPENDITURES

In accordance with the Town of Milton Charter, Section 18 (i) "Town Manager", the following information is provided as a supplement to the Expenditure section of the 2013-14 Fiscal Year Town Manager's Draft Budget. It details a work program for the town.

Please note that the annual subscription and maintenance fees for our accounting software and Municipal Code service are no longer described as a "capital" expenditure..

A notable change in the Operating Budget for the Administrative department is an increase for training. Our Senior Accounting Clerk will complete the third year of training as a Certified Municipal Clerk in FY 2014. Additional funds are proposed for Human Resources Certificate training through Wilmington University. This is an alternate plan to diminish risk of employment practices liability lawsuits. The primary plan, an HR Service through Paychex is also included for consideration.

A one-day seminar for our Accounting Clerk/Receptionist is included, as well.

The Town Manager, a member of the International City/County Managers Association (ICMA) is bound by the organization's Code of Conduct to get at least forty hours of professional training each year. In 2013, the Town Manager received continuing education credits for 40 hours of training in Hurricane Preparedness and Response at the Federal Emergency Management Agency's Emergency Management Institute. He also received a certificate for 57 hours of Base Level Water Operator training at Delaware Technical and Community College. The training proposal includes attendance at the ICMA Annual Conference – which features professional development training necessary to achieve the association's Credentialed Manager status.

The only Capital Expenditure proposed for the Administrative Department is a new phone system. The existing phone system "works" and repairs are possible. It is a ten year old model that is no longer supported by the manufacturer, though. While the desired features of an upgrade may be worthy of further discussion, the risk of failure and the consequences of the same warrant the development of a plan to replace it. Details are attached.

About the ICMA Annual Conference

Tools, tips, information, and resources will be gained at the conference—in addition to the opportunities for professional and personal renewal and networking.

In addition to daily keynote sessions, educational and Solutions Track sessions, roundtable discussions, ICMA University workshops and forums, field demonstrations, and numerous demonstrations of technology applications that you have come to expect, ICMA's Annual Conference will offer a new opportunity to help fulfill commitments to career-long learning. Individuals will hear about the innovative ideas and practical strategies needed to deal with the challenges facing local governments today. ICMA's Annual Conference is an educational and networking opportunity.

Dates: September 14,15,16, 17, 2014

Cost of Conference: $635.00

Mileage Cost: $553.70

Hotel Cost: $291.00

Meals: $204.00

University of Delaware Municipal Clerks Certificate Training Program

The University of Delaware's Institute for Public Administration conducts an annual series of municipal clerks training sessions, which enrolls municipal and county staff from throughout the state of Delaware, and the tidewater region of Maryland. Participation in this training over a three-year cycle satisfies the educational requirements for the CMC designation.

Municipal clerks are the historians of their communities, responsible for the recorded history of each local political entity and its people. They serve the mayor, council, and city manager (if there is one) and on a daily basis provide the citizens with a direct link to their government. The development and enhancement of municipal clerks' professional skills is therefore critically important to the effective and efficient functioning of local governmental processes.

Dates: Three Fridays in September 2014 and three Fridays in October 2014

Cost of Training: $475.00

Mileage Cost: $103.60

The Conference for Women through SkillPath Seminars

This special conference is designed to help women develop professionally and find fulfillment in everything they do. There are absolutely no limits to what can be achieved ... especially when you're equipped with the right tools, the right plan and the right attitude, and that's what this conference is all about. The day will be filled with the most inspiring professional women trainers ever heard—and network with women who are facing the same life situations you are.

In the conference women will learn how to: lead projects and people, stand up for themselves and resolving conflict, create a powerful, positive image, and develop a passion for their work.

Date: November 1, 2014

Cost of Training: $149.00

Mileage Cost: $19.91

Wilmington University: Certification in Human Resources

Out of the ten courses required for the Human Resource Management Certificate, there will only be five needed for an employee. The other five courses will be transferred from an employee's prior Wilmington University bachelor's degree in Accounting. All five courses will not be taken this fiscal year, but registration fees and books are apart of the budget.

Cost two course per fiscal year: $1998.00

Application Fee: $35.00

Registration Fee: $50.00 (25.00 per semester)

Books: $200.00 ($100.00 per semester, cost estimated, cost to be determined)

Summary of the key issues that Paychex "HR Solutions" will address for the Town Of Milton.

Automated Legally Reviewed Employee Handbooks

As we discovered, even the best employee handbook becomes outdated very quickly. Our service provides professional consultation on your policies, as well as legal review of the finished product. Your policies will then be reviewed _by labor attorneys_ every six months as part of our updating process. Additionally, your on-site HR Generalist will guide you and your managerial team through the proper implementation of policies that are put in place or changed.

Professionally Reviewed Job Descriptions

These documents are essential in protecting your company in employee claims and random audits. In addition to clearly communicating expectations, job descriptions provide a vital written record to satisfy labor law and workers comp compliance. Properly written job descriptions also provide details in critical areas like skills, certifications, licensing, and physical/ mental requirements needed for specific jobs. Your company's compliance with various laws may very well hinge on the language used in your job descriptions.

On-Site compliance / structural consultation

With constant labor law and interpretive changes, organizations may unknowingly expose themselves to unnecessary liability. Our service provides assistance in managing these changes in two valuable ways. First and foremost we provide you with proactive on-site education and training in an effort to avoid issues. We also provide you with on-site consultative assistance in dealing with specific issues as they arise. These consultations will allow you to constantly be current on both labor law regulations, and employee management best practices.

Management Training

Because you are responsible for the actions and words of those you place in a managerial role, we agreed that managerial training is needed. Your valuable managers would undoubtedly benefit greatly by trainings on subjects like interviewing, performance reviews, incident investigation, and motivational discipline. Please also keep in mind that one of the biggest expenses that a company has is often its employees. That being the case, what better way to protect your sizeable investment than with comprehensive management training?

Safety Compliance

With your nature of businesses, and OSHA enforcement initiatives, a comprehensive safety compliance program is a necessity. Paychex will consult with you on your specific responsibilities, develop the structured process, and provide the training materials needed to satisfy Federal and state requirements. For some of our clients, the implementation of these safety programs has not only resulted in OSHA compliance, but has also resulted in reduced workers comp premiums!

Employee Assistance Program (EAP)

Today more than ever, employees are finding it hard to balance work responsibilities with complicated home issues. Recent statistics indicate that one in five employees will deal with a major life crises each year. Unfortunately, when your employees are dealing with issues, so are

you. I think you will agree that our "Ballenceworks" program goes a long way towards addressing these issues. Through enhanced assistance programs, companies have been able to reduce absenteeism, disability claims, medical costs, discipline, and turnover rates. According to the US Department of Labor, these reductions typically result in a 5 to 16 dollar return for every dollar invested

As we agreed, these areas represent unnecessary exposure to liability for your Town. Paychex "H.R. Solutions" provides a way to professionally address all of these areas, and train Christi on-Site!

HR Solutions

Helping You Manage The Human Component To Your Success

On Site HR Assistance and Training:

- Liaison between client and all services
- "On call" for H.R. and benefit questions
- Employee training
  - Harassment
  - Safety
  - Customer Service
- Management Training
  - Interview & Hiring
  - Performance reviews
  - Effectively managing employees
  - Progressive Discipline and Terminations

Human Resource Services:

- Employee handbook development/updates
- Employee Maintenance Kits / H.R. forms
- Employer reference manuals
- Federal and State required posters
- State Unemployment administration
- Cobra administration
- Garnishment administration

Safety Manager:

- Consults on OSHA compliance
- Consults on workplace safety issues
- Employer \ Employee Seminars
  - Safety in the workplace
  - Training/Certifications (i.e. forklift operation)

Human Resource Manager:

- Unlimited consultation with management on high level HR questions and issues
- Helps implement employee programs

Comprehensive Online HR Information System:

- Web access for employees & management
- Employee self service 24\7
- Time off and benefit tracking
- On-demand management reports
- Corporate forms and policies

Employer Services:

- Job description development
  - Compliant with ADA & FMLA requirements
- Compensation surveys
- Background checks *
- Drug screenings *
  - * Additional fee applies

Documentation Auditing:

- Review employee files for compliance
  - I-9 compliance
  - State appropriate job applications
- Consults on best practice documentation
  - Offer letters
  - Discipline / Termination documentation

Six month introductory HR engagement $9,400.00

Should you chose to retain the services after the first six months, your monthly service fee will be $1,034.00

Michael Bass
240 Continental Drive, Suite 240   Newark, DE 19713
Cell # (610) 608-2227   Email: mbass@paychex.com   Fax (866) 527-1103

Collins
BUSINESS SYSTEMS, INC.

Proposal for

Town of Milton

PRESENTED BY
Carmen Calderaro
Collins Business Systems, Inc.
P.O. Box 726, Manor Branch
New Castle, DE 19720
(302) 658-1700

June 25, 2013

Collins
BUSINESS SYSTEMS, INC.

NEC

Budgetary COLLINS Quotation for Town of Milton
June 25, 2013 – 12 Phones / Up to 8 Lines / 4-Port Voicemail
Delaware State Contract Number GSS12455-TELECOM

Qty	Equipment	Price
1	**NEC SV8100 SMB Package with Processor**	

- 9.5" Chassis
- Rack Mount Kit
- (16) Digital Station Ports
- (8) Line Ports
- Analog Trunk Card
- Expansion Chassis
- Installation Cable
- Battery Backup (4 Hours)
- Surge Protection

12   12-Button LCD Digital Telephone

- Full Duplex Speakerphone
- Interactive LCD Display
- 12 User Programmable Buttons
- All Call Paging
- Conference Calling
- Caller ID / Speed Dial / Redial / Mute
- Message Waiting Light

1   NEC SV8000 Integrated 4-Port Voicemail

- (4) Voicemail-To-Email License
- Find Me / Follow Me
- Automated Attendant
- Call Forwarding
- 64 Hours Storage

1   One Year On-site Warranty with Software Assurance

1   Installation, Configuration & On-site Training

TOTAL INVESTMENT   **$7,021.00**

The above configuration will support up to 16 digital telephones and 8 lines. It can be expanded to a 712 port capacity with additional hardware.

Phone Options (at time of original purchase)
- Call Accounting Software Package: **$2,695.00** (includes PC & NEC SMDR License)
- Plantronics Wireless Headset with Lifter: **$385.00**
- Upgrade to from 12 Button Phones to 24 Button Phones: **$25.00 each** ✗ Upgrade

9 phones

Prices will be valid until July 19, 2013 and include discount and trade-in.

Configuration may change after further discussion. All prices apply only to initial order. Any applicable taxes are not included. All products are subject to availability. A site survey is required prior to confirming final pricing.

The investment includes:

WARRANTY: One year parts and labor during Collins' normal non-holiday business hours (8:00 A.M. to 5:00 P.M.)

INSTALLATION: Included for a basic installation. (Does not include cabling or jacks) Troubleshooting of voice carrier services (e.g.) from Verizon, Comcast, etc. that are found to not be Collins Business Systems, Inc. problems are billable on a time and materials basis. Quote assumes adequate space and power for phone system.

TERMS: Net 30 Days

TRAINING: Training for all personnel included. All system administration and programming will be covered for 30 days after installation of system.

NEC 12- Button Phone
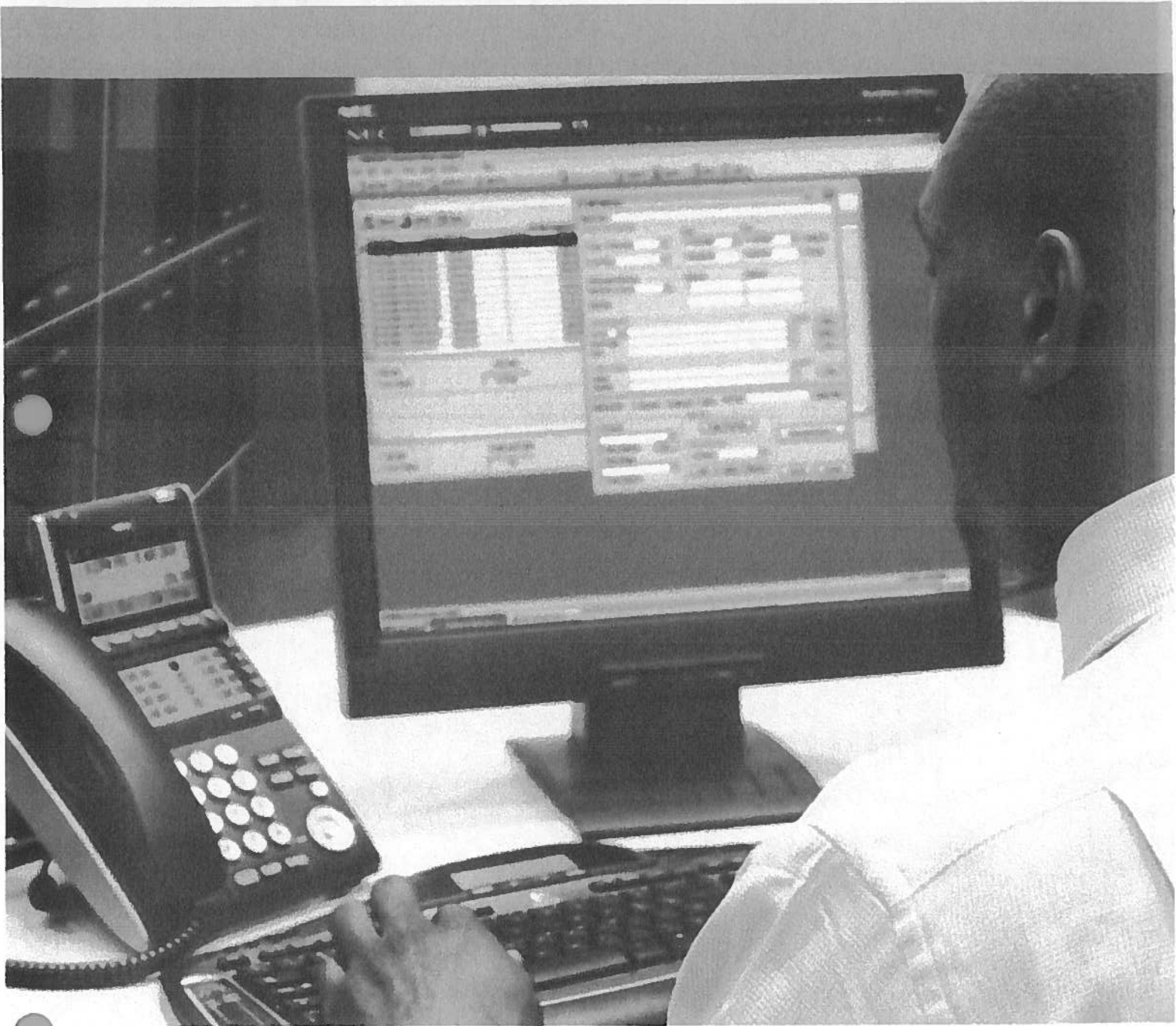
UNIVERGE® SV8100
Communications Server

A comprehensive integrated unified communications solution designed to meet the unique challenges of small to medium size businesses
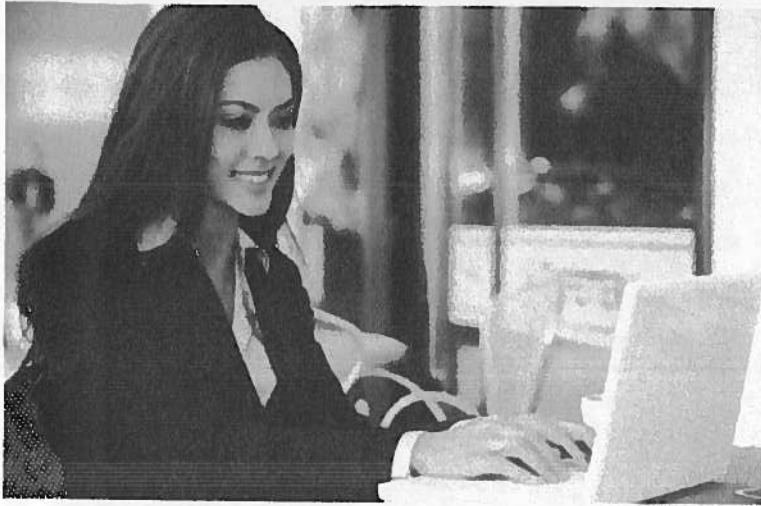
At a Glance

- Scalable to assist growing businesses
- VoIP and traditional voice support
- Enhanced centralized management
- Investment protection
- Seamless networking
- Support for mobile users
- Diverse range of applications and features

Overview

Ensure Your Business Success

In today's highly competitive business environment, effective and reliable communications are critical to the success of your business - communications facilitate rapid decision-making, increase employee productivity and improve customer responsiveness. Implementing the latest Voice over Internet Protocol (VoIP) technology and comprehensive desktop solutions that deliver superior performance, efficiency, flexibility and reliability when and where you need it, is key to your business's survival and growth in today's information-driven business environment.

With over 100 years of building powerful communication and technology solutions, NEC understands the numerous and ever changing demands and challenges that exist in today's marketplace. NEC embraces these challenges and meets our customers' demands for a connected world – head on!

NEC leverages its strengths to bring forth innovations, and to integrate those innovations into new solutions that will provide seamless communications, customer satisfaction and manageability throughout your organization. This powerful combination of innovative design, exceptional quality and seamlessly integrated solutions creates a converged business environment that provides you with a highly competitive advantage.

NEC offers a winning strategy – one that empowers you to take advantage of new opportunities, and trust that you have invested in a sound communication server for today and tomorrow.

2

Solution

Implement the Latest VoIP Technology to Improve Performance

In today's technology driven market, efficient, seamless communications are critical to a business's success. Therefore, it is important for you to invest in a unified communications solution that will allow you to take advantage of the latest productivity-enhancing IP applications that can deliver increased performance throughout your organization.

Enjoy Freedom of Choice with Investment Protection

The UNIVERGE SV8100 Communications Server is a comprehensive integrated solution designed to meet the unique challenges of small to medium size businesses. This high-performance, feature-rich solution supports pure peer-to-peer IP telephony connectivity, advanced networking, traditional digital switching, or a combination - all from one solution.

It allows you to converge your organization's voice and data networks, and benefit from the cost-saving advantages, convenience, and ease of use afforded by networked communications servers. VoIP provides seamless internal and external communications and access to advanced data and productivity tools. By integrating diverse hardware components and software applications, NEC brings control of telephony features and related call information right to the user's PC, and provides advanced Computer Telephony Integration (CTI) throughout your organization. Reduce costs and improve network efficiency by transparently sharing communication features and resources between branch and/or remote locations with the NetLink networking feature. Share voice mail and other applications for additional cost savings.

Even if you're not ready to migrate to 100% IP telephony at this time, the SV8100 will work for you. You can deploy traditional circuit-switched technology, VoIP or a combination of both. You have the freedom to adopt VoIP when and where you need it without rendering your existing systems obsolete – providing a superior return on your investment.

Customize the Best Communications Solution for Your Business
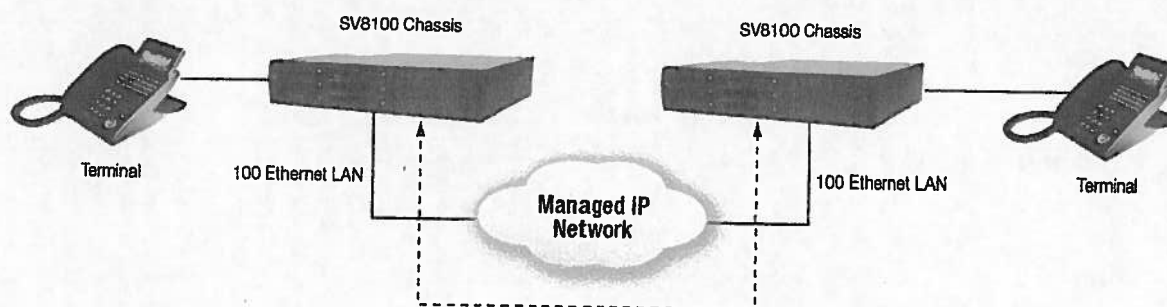
The extensive feature set and reliable call processing applications are mature, efficient and dependable - yet intuitive and easy to use.

The architecture and design of the SV8100 delivers high performance, optimal voice quality, and reliability. This compact yet powerful solution is simple to deploy, administer and maintain and allows you to start small and cost-effectively expand up to 712 ports.

3
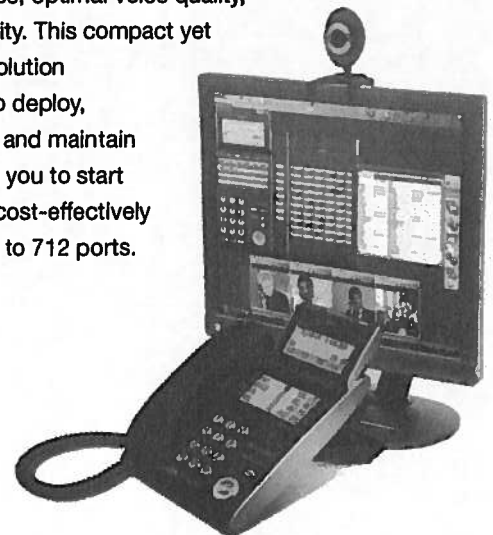
System-to-System Networking Across WAN

SV8100 Chassis   SV8100 Chassis

Terminal   100 Ethernet LAN   Managed IP Network   100 Ethernet LAN   Terminal

Technology for Advanced Communication

Connectivity . . .

- Achieve network efficiency by utilizing a single network for both voice and data.
- Improve employee collaboration and communication by linking multiple business locations together to provide feature transparency between communication servers.
- Share resources such as trunks, operator services, advanced IP applications and voice mail.
- Automatic failover for operational continuity is provided when connecting communication servers with Netlink.
- IP terminals communicate by Peer-to-Peer, which means that the IP terminals participating in a call are connected directly to each other over an IP network. The signals travel through the IP network, not through a telephone switch as in traditional telephony.

Manageability . . .

- Reduce Total Cost of Ownership – Reduce the expense of initial setup, moves, adds and changes with the SV8100's intuitive programming interface.
- Reduce Future Cost of Ownership – Today's investment is protected for tomorrow. The SV8100 is designed to transition to new technologies as the need arises. No need to replace an entire system to accommodate changes in your business requirements. This solution allows you to protect your company's investment with modular expansion and technology updates as your business grows.
- Centralize Management - Connect to the network locally or remotely to easily maintain all communication servers on the network from a single location.

- Choice of Either IP or Digital Terminals – Whether your business communications are pure IP or any combination of IP and traditional circuit - switched technology, NEC provides a full line of terminals that will meet your needs. Because the user interface and the terminal functionality remain the same for IP or digital versions, employees can easily transition between models.

Usability . . .

- Whether you are in your home office or on the road, an IP terminal or softphone offers all the same feature-rich capabilities as your desktop terminal. You can place, receive, or transfer calls the same as if you were sitting at your desk in your office.
- With the SP310 Softphone application, a computer becomes an IP terminal and all features of the office terminal are available with the click of a mouse. Mobile workers can place calls, receive calls or check voice mail while away from the office. Adding a webcam can deliver video to another camera-equipped softphone.
- The color touch screen, provided on the DT750 IP Terminal, offers intuitive icon-based feature operation and graphical XML support for a superior user experience.
- Select terminal models provide paperless key labeling. Key labels automatically change as the button functions are customized.
- Customized terminal options are available for specialized applications including enlarged dial pad, selectable font size, labeling options and more . . .

Note: IP network parameters such as QoS, delay and jitter may affect the quality of VoIP.

Improve Customer Experience, Deliver Productivity and Versatility to Your Work Environment

Automatic Call Distribution (ACD) - Distributes calls evenly among member agents and provides initial and repeating announcements that encourage callers to remain on the line. Callers can leave a message if they choose to receive a callback from an agent. A client-based supervisor position provides traffic management reporting with report scheduling capability.

PC Attendant – Allows you to handle calls directly from your desktop PC. Display visuals let you know if an extension is in use, idle, or set to a call forward or do-not-disturb state. In addition, conversations can be recorded, saved, and forwarded as an Email attachment.

Instant Messaging – Offers a quick message function through PC Attendant that allows an operator to send a personalized message to a user's PC or directly to a multiline display telephone. Users immediately know if they have a call waiting and they can easily respond via their PC or by pressing a soft key on their telephone.

PC Assistant - Provides management and operation of a desktop terminal from a PC with just a few clicks of a mouse - for easy speed dialing, call management, contact lookup, and seamless CRM integration.

Highlight Dial – Allows you to automatically dial by simply highlighting a phone number in a document, email or web page then right-clicking to place the call.

XML Open Interface Support - Enables developers to create displayable and accessible applications via UNIVERGE Desktop IP terminals. Applications such as calendar links, wallboards, directories, stock tickers, news reports, and more can be displayed.

Secure Mode - Offers three levels of protection - Personal, Corporate and Telephony modes. Each IP terminal can be locked to prevent access or use, thus ensuring privacy and security of your corporate directories and terminal data.

E911 Compatibility - Identifies the origination of a 911 call so emergency services can reach the specific extension location quickly.

SIP (Session Initiation Protocol) - Compatible with most SIP trunk providers and a variety of SIP terminals.

UC for Business (UCB) – A comprehensive integrated unified communications solution which provides productivity-enhancing applications that allows co-workers to collaborate at peak efficiency.

Activity Presence – Provides employees with the availability and whereabouts information of everyone in their organization in real-time. Presence information, voicemail greetings (in office, out of office and estimated time of return) and call forwarding options are updated automatically based on employees' Microsoft® Office Outlook® calendar settings.

Keyboard, mouse and telephone activity is also monitored and displayed to allow employees to see if colleagues are at their desk or have stepped away - helping them make more intelligent choices about co-workers availability thus reducing annoying telephone tag and improving efficiency.

Employees can also request a Return Notification for any Presence user that is currently unavailable – when they return to their desk, get off the phone or initiate computer activity a screen-pop notifies them immediately.

Bluetooth Cordless Handset
Cordless DECT
IP DECT
Wi-Fi
Mobile Extension

Workspace
Workspace Extended
Workplace
Hot Spot
Global
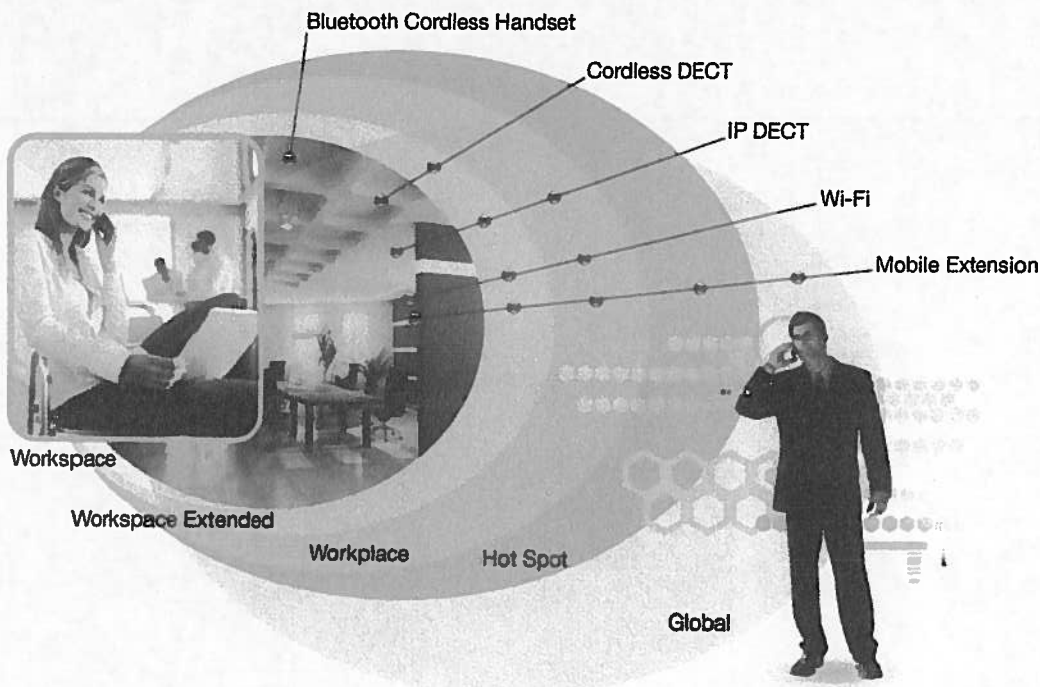
Mobility Solutions

Select from a variety of mobility solutions to keep your customers and team connected - while providing access to all your SV8100's advanced communication and voice messaging features.

Connectivity, Mobility and Convenience -
Reduce brick and mortar expenses by deploying main office operations at remote locations. Connect to the office communication server from a branch office, hotel room, customer site, or anywhere with broadband access. Users at home or virtually anywhere can place and receive calls transparently as if they were seated at a desk in the company office. Therefore, you are always ready to receive your customer's calls, and make the most of every business opportunity.

Bluetooth Cordless Handset -
For mobility, efficiency and improved customer service, this multi-line cordless handset provides you with the ability to move about your personal workspace without being tethered to your desk.

Cordless Phones -
Provides you with multi-line call handling capability and the freedom to move about your workspace.

IP DECT Wireless Handsets -
Make or receive important calls from anywhere in your workplace. Offers the flexibility to set your wireless handset to have the same extension as your desk terminal or operate separately.

Wi-Fi Handsets -
Delivers multi-line call handling capability with roaming throughout your workplace.

Mobile Extension -
Gives you the ability to use your cell phone or any other external telephone device as a single line extension of your SV8100. Forward your desktop terminal to easily receive calls, transfer incoming calls to other extensions, make intercom calls, access your voice mail, or perform any number of other call-handling communications server features – all from your cell phone or other external device.

I755 IP DECT
Industrial Use Handset

MH240 Wireless
Mobile Handset

C124 IP DECT
Handset

Messaging Options

Advanced unified messaging solutions offer productivity-enhancing tools that provide your employees with the ability to access and manage all of their messages from one inbox and from any location. Voicemail, email and faxes can all be directed into one inbox to enable employees to easily prioritize and keep track of messages.

6

Customize Terminals to Meet your Specific Business Requirements

Backlit
Backlit display and illuminated dial pad for easy viewing

Display
Large 5-line, 24 character display

Full Duplex Speakerphone
Built-in for hands-free operation

Separate Headset Jack
Optional use of a headset for hands-free convenience with added privacy

Wired or Bluetooth Handset
Snap in option for Bluetooth

XML Capable Display
For customized display content

Adjustable Legs
Elevates the terminal at five viewing angles

Modular Components
Add or change display, number of line keys or handset with optional snap in modules
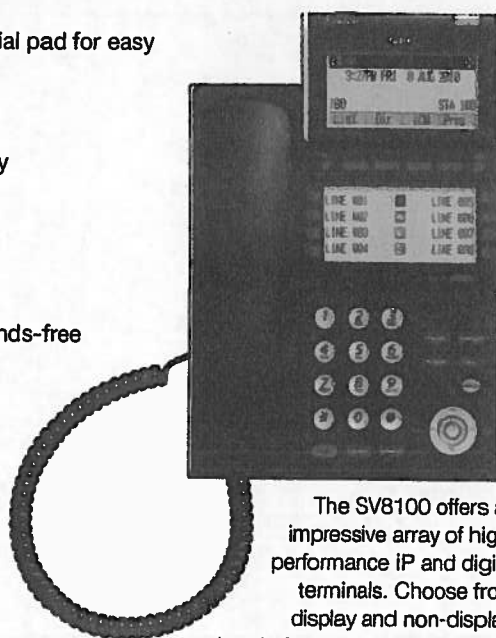
The SV8100 offers an impressive array of high-performance iP and digital terminals. Choose from display and non-display, hands-free or full-dupiex hands-free models. Select models offer backlit display and illuminated dial pad. All features not available on all models. Description depicts a DT730 IP Terminal.

High Visibility Message Waiting Indicator
Message/ring indicator can easily be seen

Interactive Soft Keys
Change to provide intuitive feature operation

Programmable Function Keys
User programmable for one-button access to co-workers, features and outside lines; dual-color (red/green) LEDs make it easy to distinguish between user calls and those of co-workers

Fixed Feature Keys
Quick access to commonly used features

Navigator Key
Time-saving, easy-to-use, helps users select and control various features and settings

Security Key
IP terminals can be locked to prevent access or use

DT730 with 24-line keys and 60-line key DSS Console

DT750 with large touch-screen display

DT730 with 24-line keys plus 8-line key module

DT710 with 6-line keys plus display

DT730 with Bluetooth Cordless Handset

DT710 with 2-line keys

Most UNIVERGE Desktop IP and Digital Terminals are available in black or white.

Usability
- 7-color LED Status Indicator
- Application Sharing
- Backlit Display
- Built-In Headset Jack
- Call History
- Contrast Control
- File Transfer
- Illuminated Dial Pad
- Instant Messaging
- Last Number Redial List
- One-Touch Feature Operation
- Tilt Display
- Video Conference
- Video Soft Phone
- Whiteboard

Adaptability
- 9.5" or 19" Chassis - Rack or Wall Mountable
- Adjustable Height Terminal
- IP and Digital Terminal Options
- Messaging Options
- Universal Blade Slots

Serviceability
- Alarm Notification
- Automatic Software Upload
- Redundancy
- Remote Programming
- Self Diagnostics
- Web-based Programming

Versatility
- IP Trunks and Terminals
- Digital Trunks and Terminals
- Analog Trunks and Stations
- Modular Terminal Components
- Bluetooth support
- Colored Face Mats
- CSTA/TAPI support
- SIP
- Wi-Fi Handsets
- XML Support

Scalability
- Application Processors
- NetLink IP Network

- Distributed Processing
- Up to 712 Ports

Manageability
- Automatic Call Distribution
- Automatic Terminal Relocation
- Built-In Mini-Gatekeeper
- Conference Scheduler
- PoE Gbit Switch
- Presence
- QoS Router Blade
- Secure Mode
- Toll Restriction
- Walking Class of Service

	DT700 Series Desktop IP Terminals			DT300 Series Desktop Digital Terminals	
	DT750	**DT730**	**DT710**	**DT330**	**DT310**
Display	Color Touch Screen LCD	Gray Scale LCD	Gray Scale LCD (6 Line Key Model Only)	Gray Scale LCD	Gray Scale LCD (6 Line Key Model Only)
Line Keys on Base Terminal	DESI-less LCD	12, 24 OESI-less (32 Line Keys)	2, 6	12, 24 DESI-less (32 Line Keys)	2, 6
Line Key Extension Add-On Modules	8-Line Key and/or 60-Line Key OSS Console	24 button: 8LD and/or 60DSS support. Oesiless: 8LD and/or 60DSS support	NA	24 button: 8LD and/or 60DSS support. Desiless: 8LD and/or 60DSS support	NA
Backlit LCD	Standard	Standard	NA	Standard on DESI-less version. Optionally available on other DT330s	NA
Backlit Dialpad	Standard	Standard	NA	Standard	NA
Full Duplex Speakerphone	Standard	Standard	Standard	Standard	Half Duplex
XML Open Interface	Standard	Standard (Limited)	Standard (Limited)	NA	NA
Bluetooth Handset Module w/ Hub Adapter	NA	NA	NA	Yes	NA
Side Panel Colors	Silver (Standard), Blue, Clear, Wood, Pearl Pink, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Pearl Pink, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Pearl Pink, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Pearl Pink, Champagne Gold	Silver (Standard), Blue, Clear, Wood, Pearl Pink, Champagne Gold
Faceplate Colors	NA	Black (Standard), Dark-Brown Metallic, Orange Metallic, Gun Metallic, Limegreen Metallic, Metallic Blue	NA	Black (Standard), Dark-Brown Metallic, Orange Metallic, Gun Metallic, Limegreen Metallic, Metallic Blue	NA

Empowered by Innovation

NEC

HW10006 | v.10.13.10

UNIVERGE® VM8000 InMail Solution

At a Glance

- An embedded solution for the UNIVERGE SV8100
- Improved customer satisfaction
- Increased employee productivity
- Intuitive user interface
- Simple installation, setup and maintenance
- Share voicemail between communications systems with NetLink
- Impressive voicemail and automated attendant capabilities

Overview

Customers expect to conduct business quickly and easily. They have no tolerance for long call-holding periods, incorrect call routing or lost messages. The UNIVERGE VM8000 InMail Solution is ideal for businesses wishing to maximize customer satisfaction by ensuring that all callers get to the people and information that they need without prohibitive hold times or dropped calls.

As a part of NEC's UNIVERGE®360 approach to integrate communications into the business environment, the VM8000 InMail automates your communications by providing digitally-integrated voice messaging capabilities and Automated Attendant features. This embedded solution for the UNIVERGE SV8100 Communications Server can help meet your organization's communications needs both now and in the future.

Solution

Improved Customer Satisfaction

VM8000 InMail's robust Automated Attendant feature set ensures customer calls are routed to the appropriate people and answered quickly and efficiently. When customers call in, an instruction menu announcement plays to provide them a choice of dialing options. They can simply direct themselves to the party that they are calling without being placed on hold or having their calls dropped.

Increased Employee Productivity

The VM8000 InMail solution can increase employee productivity by offering more control over incoming calls. These capabilities include:

- Easy one-touch access to voicemail features that help workers efficiently manage calls and messages.
- Advanced call processing to eliminate the need for manually directing and routing calls. The automated attendant routes each incoming call based upon the time-of-day and day-of-the-week.
- Different announcements and dialing options for each number in the office.

Intuitive User Interface

The VM8000 InMail solution's interface is simple to learn and easy to use. Pre-recorded voice prompts offer a step-by-step guide on how to use all of the solution's features.

Simple Setup, Installation and Maintenance

VM8000 InMail is digitally integrated with the system's central processing unit to provide increased speed and accuracy to the voicemail system. Additionally, Windows®-based PC Pro enables online centralized HTML-based programming access. When employees use this intuitive browser-based software with its easy-to-follow wizards, time spent programming is reduced and fewer mistakes are made.

Share Voicemail Between Communications Systems with NetLink

VM8000 InMail works with NEC's UNIVERGE SV8100 NetLink to allow you to share one voicemail system between two or more communications systems. This centralization allows you to access your voicemail box from any location while reducing configuration costs for networking remote locations.

Impressive Voicemail and Automated Attendant Capabilities

The VM8000 InMail solution includes the following essential voicemail and automated attendant features:

Voicemail

- Conversation Recording
- Answering Machine Emulation
- Fax Detection
- Find-Me/Follow-Me
- Cascading Message Notification
- Centralized Voicemail (NetLink)
- Interactive Softkeys
- Message Count Display
- Programmable Voice Prompts
- Download Selected Messages to a PC as .WAV Files
- Three Personalized Mailbox Greetings
- Message Forwarding
- Announcement Mailbox for One-Way Information

- Remote or Local Message Notification (on or offsite)
- Remote Programming via WebPro/PCPro
- Auto-Help Voice Prompts
- Auto-Forward to Mailbox
- Programmable Individual Security Code
- Real Time and Date Stamp
- One-Touch Forwarding
- One-Touch Mailbox Access
- One-Touch Message Retrieval
- One-Key Call to Sender
- Guest & Group/Department Mailbox Types
- Change Language Setting via the Telephone

Automated Attendant

- Answer Schedule Tables
- Park and Page
- Capture Caller ID
- Flexible Answering Based on Trunk Time-of-Day and Day-of-Week

- Single Digit Transfer
- Individual Trunk Greetings
- Three Day, Night and Holiday Greetings

Specifications

Ports:	2, 4, 8 or 16
Voice Storage:	64 hours
Mailboxes:	576 Mailboxes (512 subscribers, 32 group and 32 call routing mailboxes)

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